



State of California – Department of Fish and Wildlife  
**LICENSE AGENT DOCUMENT RETURN FORM**  
 DFW 324 (REV. 05/31/22)

**Instructions:** License Agents must return all incorrectly sold documents (e.g., licenses, tags, report cards, etc.) within 30 days from the date of sale. Read Section I, then complete Section II and Section III of this form, and return with all required documentation to the mailing address below.

**SECTION I: RETURN DOCUMENT PROCESS**

**Cancel incorrectly sold documents through the CDFW sales terminal’s Administration Menu within four hours after the sale.** Canceled documents are immediately credited to your account and **must be returned** to the CDFW address below, within 30 days, to avoid unreturned canceled document charges. A **Canceled Document Report** can be generated from the CDFW sales terminal’s Administration Menu to help facilitate the timely return of canceled documents.

Incorrectly sold documents **that could not be canceled** are charged to your account and may be returned for account credit by submitting the physical document with this form, and any other documentation that helps substantiate your claim for account credit (e.g., proof of refund, trip log, transaction receipts, gift voucher redemption error, etc.). The CDFW will review the documentation to determine if account credit can be authorized. Account credits can take up to six weeks to reflect on a weekly CDFW Statement Report.

**Important! The CDFW cannot authorize account credit for Non-Canceled Documents for original licenses that have been duplicated, for expired documents, documents returned six months after the sales date, or documents returned without a valid reason or documentation.**

**USPS Mailing Address:**  
 CDFW License and Revenue Branch  
 PO BOX 944209  
 Sacramento, CA 94244-2090  
 ATTN: Agent Returns

**Shipping Address:**  
 CDFW License and Revenue Branch  
 715 P St, 16th Floor  
 Sacramento, CA 95814  
 ATTN: Agent Returns

**Agent Support:**  
 CDFW Agent Support: (916) 928-2537  
 Email: [Agent@wildlife.ca.gov](mailto:Agent@wildlife.ca.gov)  
 Technical Support: (800) 964-7812

**SECTION II: CONTACT INFORMATION**

<b>Contact Name</b>	<b>Phone Number or Email Address</b>
<b>Outlet Name</b>	<b>Outlet ID #</b>

**SECTION III – LIST OF RETURNED DOCUMENTS**

#	DOCUMENT NUMBER	REASON FOR RETURN	CDFW USE ONLY
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			